



Welcome.

Thank you for purchasing a DELL based IONODES Enterprise Video product. Your product is pre-configured and ready to run out-of-box. Should you require any assistance for installation or operation of your product, please contact our support team.

All CR6 Series enterprise video servers and SKYVIEW workstations are covered by a standard 5-year, on-site, next business day, keep your hard drive warranty. The warranty is pre-registered and doesn't require any action from you for activation.


(Note: For Windows 10, default credentials are "admin/admin" whereas for Windows 2016, it is "admin/Admin123"; please take the time to change the password to a more secure one.)

To contact our support team:

IONODES Inc.

1-450-696-1060 or 1-844-696-1060

support@ionodes.com

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What to do if you have a technical enquiry?

1) Contact our technical support team to open a support ticket:

- Telephone: 1-450-696-1060 or toll free at 1-844-696-1060
- E-mail: support@ionodes.com
- Internet: www.ionodes.com

2) Please be prepared to provide the site name, address and telephone number, and the site contact name as well as a brief description of the problem, the product model and serial number(s) of the affected equipment.

3) Our team will reach out to you immediately and guide you to a timely solution.

